



# DBS Disclosure News

July 2014

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Hello and welcome to July's edition of DBS Disclosure News.

This month, we are keen to address issues we know some of you are experiencing when ringing our call centre. Due to high demands, calls

aren't getting answered as quickly as usual and we know this is frustrating.

We are taking action to get this sorted out quickly and get back to the high standards you've been used to.

We have been listening to you to understand the issues and reasons for the increase in calls, and using your valuable feedback to put processes in to fix them.

Please bear with us during this time. Your feedback is

essential – it's important we find out how you think we are doing and what we can do better.

You can also help us by visiting our website for general queries or information, this will help free up our call handlers to deal with people who have more specific enquiries.

Please also note we are about to start an application form replenishment exercise. You can read about this in this edition and on our [website](#).

Thanks,

**Ian Johnston**

**Director of Operations (Disclosure)**

## ■ New forms heading your way soon

We have already told you about the changes to legislation which resulted in the [filtering of old and minor convictions](#).

On 12 March 2014, the disclosure application form was amended to reflect this change and question e55 now asks:

***'Do you have any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance?'***

If you have already ordered blank application forms since 12 March, please ensure you start using these immediately and securely destroy all old versions of the application forms.

This form can easily be identified as the form reference number at the top right-hand side begins with **F01**. The form reference number on the old forms begins with **F00**.

We are aware that a large number of Registered Bodies have not ordered applications forms since 12 March

2014. We are sending every Registered Body a new supply of application forms based on the volume of paper application forms submitted over the last 12 months. **This means that Registered Bodies do not need to order new forms from the DBS as we are already arranging this for you.**

Due to the high volume of applications that need to be distributed across the Registered Body network, it may take up to 14 weeks before you receive the new forms. As soon as you do receive your new forms please start using them immediately and destroy all stocks of the old one. **In the meantime please use your current stock of application forms until the new forms arrive.**

Telephone application forms (TDAFs) are not affected as they contain the new e55 wording. TDAFs can be recognised by the form reference number beginning with 00 (rather than F00 or F01).

The new forms will be addressed to the Lead Signatory and sent to the usual address that blank applications forms are sent to.

## ■ Getting your queries answered

Some of you are finding it difficult to get through to us on the phone as quickly as you might expect. This is due to high demands on our call centre and we are sorry for any inconvenience it may have caused. Many of the enquiries we are dealing with are actually around standard questions, which can be answered by looking on our [website](#).

It would be great if you could first have a look at the links below to find the answer to your query there. This will help our phone operators prioritise calls for people who need specific help with applications.

- [Track your application online](#)

- [Subscribe to the Update Service](#) or [find out more about the service](#)
- [Renew your Update Service subscription](#)
- [Find out more about whether you're eligible for a DBS check](#)
- [Refer someone to the DBS](#)

We are doing a number of things to help us respond to the increased demand on our call centre and Customer Services, but would appreciate your help in doing this by working with us to provide the best possible service.

## ■ Lost certificates

We are receiving an increasing number of calls regarding certificates that have been lost in transit between the applicant and yourselves.

While we understand why you need to see the certificate – as changes within the Protection of Freedoms Act 2012 led to Registered Bodies no longer receiving a copy – please be aware that we cannot provide replacements for lost or destroyed certificates.

If the certificate is lost, a new application will have to be submitted - this will cause delays to your recruitment process.

To help avoid this problem, you can review your processes to make sure applicants are receiving their certificates back from you, and advise them they should take appropriate measures to ensure their certificate reaches you if they cannot attend in person.

## ■ Going online saves you time: a reminder

Using our online services is the quickest way to track applications and read the latest news, while ensuring you get the excellent level of service you've come to expect.

Here's a reminder of how to access the service and its benefits:

### Online tracking

To [track applications online](#) you need the application form reference – 'F' number for paper applications, the number beginning with '00' for telephone applications, or the 'e' number for online applications – and the applicants' date of birth.

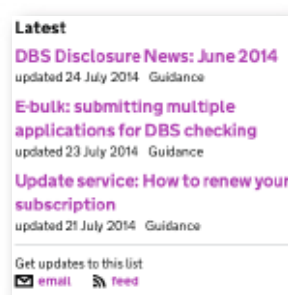
Our [online tracking service](#) is one click away, available 24/7 and gives instant results.

You can also use it to [track multiple applications](#) and order blank application forms.

### Latest news and updates

Our latest news and updates are on the DBS pages of the [GOV.UK website](#). Our homepage is regularly updated and all our guidance is available online.

When a news story is added or guidance is updated, you can opt to get an email alert sent by GOV.UK. Many people are already doing this and find it a simple and easy way to stay up-to-date. Don't miss out:



- Go to our [homepage](#) and scroll down until you see the 'Latest' box.
- Click on the 'email' link and follow the instructions to create an email subscription, which you can manage as needed. Simple!

## Update Service reminders

- Applicants now have longer to join the [Update Service](#) with their certificate – 19 calendar days from the date of issue printed on the certificate.
- When subscribing to the Update Service, please make a note of your unique ID number and keep it safe. You should not share this ID number with anyone because you will use it to access your Update Service account online.
- If you've lost your certificate and are subscribed to the Update Service, you will need to apply for a new certificate, add that to your account and then remove your old certificate from your Update Service account. We cannot issue a replacement certificate.



## ■ Your feedback

[Last month](#), we used your feedback to illustrate your thoughts and experiences about the Update Service. In this issue, we share our research around your general experiences of our Disclosure service.

### The results

#### **Our role**

Most of you agreed that we meet your needs and expectations; an encouraging 85% of the 300 Registered Bodies and 81% of the 2000 applicants we surveyed.

We continue to play an important role in the safeguarding of children and vulnerable people, and you believe our service is important. Read more about our purpose, mission and objectives in our [Strategic Plan](#).

#### **Our services**

Satisfaction levels were positive – 89% of applicants surveyed were satisfied with the service they've received since they last applied for a check. In total, 75% of applicants were satisfied with the speed they received their check. About 20% of those who were dissatisfied felt they were inadequately informed about the period of delay – this was from the time they completed the application with the Registered Body to the point they received their certificate. We have taken this feedback on board and are working on improving our processes in this area.

You were particularly happy with:

- [online tracking service](#)

- [DBS Disclosure News](#)
- [e-Bulk](#)
- [Welsh language service](#)

Those surveyed were interested in us developing additional products and services – in particular online certificates, a barred list only check, online accounts and overseas based checks. Over half of Registered Bodies want us to introduce an online digital certificate because it would speed up recruitment processes. We are at the early stages of a modernisation programme but this is something we are looking into to see if it is feasible.

#### **Our information and communication**

The majority of Registered Bodies and over half of applicants visited our website for guidance or to track an application – 90% of those applicants and 81% of those Registered Bodies were very happy with it. Others thought improved navigation and more available information would improve it. We will be highlighting the most popular guidance on our [homepage](#) to address your navigation and accessibility suggestions.

You prefer to contact us by email, but many of you still like phone contact:

- 91% of Registered Bodies said our staff are polite, helpful and give personal responses.
- 75% felt their enquiry was dealt with first time, as did 69% of applicants.
- 81% of applicants were also satisfied with the help

and guidance received, so too were 84% of Registered Bodies.

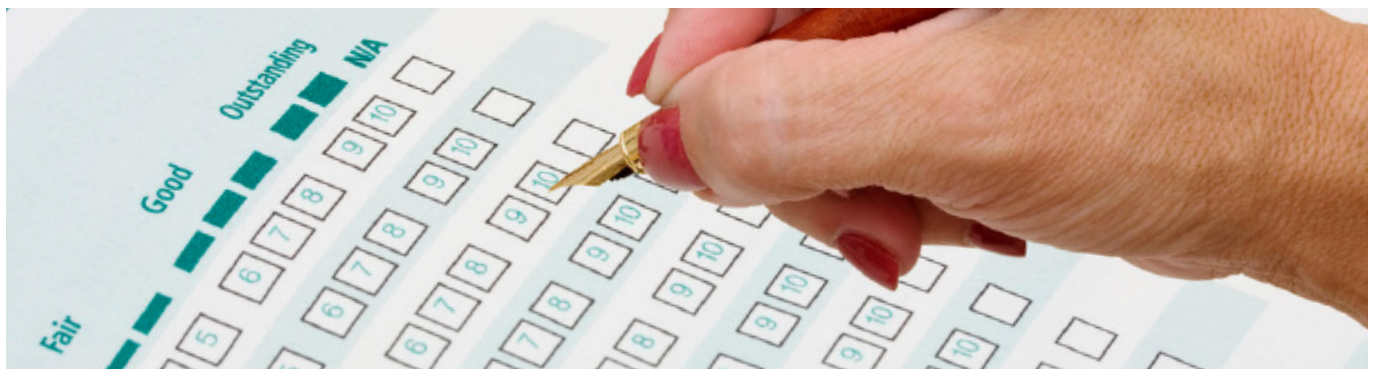
These results present some encouraging feedback. But there is still room for improvement. Some of you felt there could be better communication of application processing times and performance – this was also identified in the DBS Disclosure News survey, which we will talk about in our next edition.

### Our response to your feedback

We monitor common themes and customer needs to improve and develop individual responses that will meet your needs first time. This allows us to update and clarify guidance which you can view on our [website](#). We also have a customer service improvement group, who use your feedback to identify and recommend improvements to shape the business with you in mind.

In the next few weeks, our customer service improvement group aim to publish a template letter that organisations can download from our [website](#). You will be able to customise the letter to suit your needs and then incorporate it into the initial stage of your DBS application process. The letter will help manage applicants' expectations – for example, how long an application could take and how to track its progress, as well as signpost them to further information. When an organisation asks a person to apply for a DBS check it is in everyone's interest, at the initial point of contact, that they are given clear information about the reason they need to disclose any conviction history, what checks are required, our process and details about our products and services.

Thanks again for your input we will continue to update you about improvements to our services and responses to your feedback.



## Care of addresses

In our [April edition](#), we gave you information about recruiting skilled overseas staff quickly and efficiently. To make it as easy as possible for overseas applicants to receive their DBS Certificate, you can ask them to consider using a UK 'care of' address.

Since the article, we have identified some potential misuse of 'care of' addresses for applicants who are living in the UK. Registered Bodies must not use 'care of' addresses except for applicants who live overseas. We are monitoring the use of 'care of' addresses and

the Registered Body Management team will contact you if it appears they're being misused.

Where applicable, the 'care of' address needs to be provided in section b (**example 1**) of the application form, stating it's a 'care of' address. The applicant's current address can then be provided in section c (**example 2**) and will need to be verified in the usual way.

### Example 1

**b current address** Please give details of your current address.  
This is the address to which all correspondence will be sent.

32 address c / o 14 MILKY WAY

33 town/city BRIGHTON

34 county

35 UK postcode BN1 1ND 36 country UNITED KINGDOM

37 at address since 0 7 2 0 1 4

registered body use only  
current address verified?

## Example 2

**C other addresses**

You must provide all other addresses where you have lived in the last 5 years. There must be no gaps in dates, however, overlapping dates are acceptable. Use a continuation sheet if necessary, available from [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs) if not applicable, go to section e.

38 address	F	L	A	T	1	0	0	T	R	I	V	E	N	I	A	P	A	R	T	M	E	N	T	S		
	P	I	T	A	M	P	U	R	A																	
39 town/city	N	E	W	D	E	L	H	I																		
40 county																										
41 UK postcode																										
									42 country	I	N	D	I	A												
43 dates from and to	0	9	2	0	1	2				0	7	2	0	1	4											

## Changes to the ROA Exceptions Order 1975

From 1 July 2014, there have been some changes to the Exceptions Order. These amendments cover England and Wales.

The positions listed below are now included in the Rehabilitation of Offenders Act (ROA) Exceptions Order and eligible for a standard level DBS check:

- Chartered legal executives (now include other Chartered Institute of Legal Executives (CILEx) authorised persons) and CILEx approved managers.
- Special Guardians and those aged over 18 living in the same household as the proposed special guardian.
- Due to changes taking place across probation services, the order has been amended to include those persons authorised to deliver probation services.
- Those working in the following types of organisations, where they have contact with children as a consequence of carrying out their duties or have access to sensitive or personal information about children:
  - Adoption services or agencies, including voluntary adoption services.
  - Fostering services or agencies.
  - Children's Homes or residential family centres.

To be eligible for an enhanced level DBS check, the position must be included in both the ROA Exceptions Order and the Police Act 1997 (Criminal Records) regulations.

Please check the [workforce documents](#) for the types of positions which are eligible for enhanced level checks.

There are further changes planned to come into force in September 2014 relating to the creation of childminder agencies. The amendment in the Order will require

those who wish to provide childcare on domestic premises to register with a childminder agency as opposed to Her Majesty's Chief Inspector of Education.

The changes also enable the Chief Inspector to carry out DBS checks on the directors and other officers of the agency and similarly, those employed by the agency.

Childminder agencies will be able to carry out checks on those working for the agency in the following capacity:

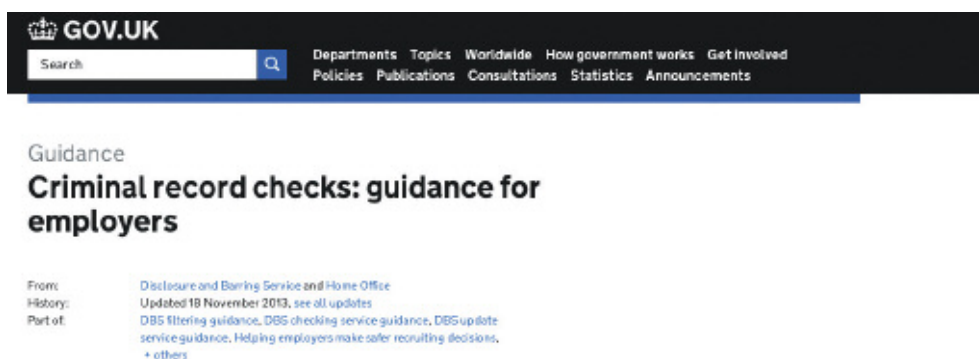
- managing the agency
- assessors who enter the homes of the childminder to assess the care and education provided by the child minder.

More details on the amendments can be found [here](#). The eligibility guidance table will be updated to reflect these changes and of course, we'll keep you informed about any further amendments.



## Keep in the loop

For information on keeping your details up-to-date, see the 'changing your registration details' section on the [guidance for employers](#) page, or [DBS Disclosure News May edition](#).



The screenshot shows the GOV.UK website header with a search bar and navigation links. The main content area is titled 'Guidance' and 'Criminal record checks: guidance for employers'. Below the title, it lists the source as 'Disclosure and Barring Service and Home Office', the update date as 'Updated 18 November 2013', and a list of related topics including 'DBS filtering guidance', 'DBS checking service guidance', and 'DBS update service guidance'.

## Contacts

### Address:

PO Box 110  
Liverpool L69 3EF

### For Disclosure issues and information, please phone:

Customer Services	0870 90 90 811
Minicom line	0870 90 90 344
Linell Gymraeg	0870 90 90 223

### For Barring issues and information, please phone:

Barring helpline	01325 953 795
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We have two different telephone systems so we're really sorry that we can't transfer your call between our offices.

### Email:

customerservices@dbs.gsi.gov.uk

### Websites:

[www.gov.uk/dbs](http://www.gov.uk/dbs)

Use our online tracking service to check the progress of DBS applications by visiting <https://www.gov.uk/disclosure-barring-service-check/tracking-application-getting-certificate>